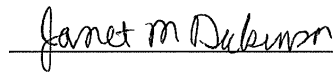


2020-2025
FLAGLER COUNTY
TRANSPORTATION DISADVANTAGED SERVICE PLAN

Approved by the
Flagler County
Transportation Disadvantaged Coordinating Board

2405 E. Moody Blvd., Suite 102
Palm Coast, Florida 32110



Ms. Janet Dickinson, Vice Chair

With Assistance From



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May 2025

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SECTION 1: DEVELOPMENT PLAN

INTRODUCTION OF THE SERVICE PLAN

Background of the Transportation Disadvantaged Program

The overall mission of Florida's Transportation Disadvantaged program is to ensure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons. People served by the program include those who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Florida's transportation disadvantaged program is governed by Part 1 of Chapter 427, Florida Statutes (F.S.), and Florida Administrative Code (F.A.C.) Rule 41-2, and is implemented at the county or multi-county level by the following major participants:

- Florida Commission for the Transportation Disadvantaged (CTD)
- Local Coordinating Board (LCB)
- Designated Official Planning Agency (DOPA)
- Community Transportation Coordinator (CTC)
- Purchasers of Transportation Services
- Transportation Operators

Part I of Chapter 427 was enacted in 1979 and has subsequently been amended and re-enacted. Amendments made in 1989 resulted in the creation of the Florida Transportation Disadvantaged Commission, establishment of the Transportation Disadvantaged Trust Fund, and enhancement of local participation in the planning and delivery of coordinated transportation services to the transportation disadvantaged through the creation of LCBs and CTCs. Amendments made since 1989 have, among other things, changed the name of the Florida Transportation Disadvantaged Commission to the Commission for the Transportation Disadvantaged (CTD), added members to the CTD, modified the definition of "transportation disadvantaged", and supplemented or modified the responsibilities of the CTD, the LCBs, the Designated Official Planning Agencies (DOPAs), and the CTCs.

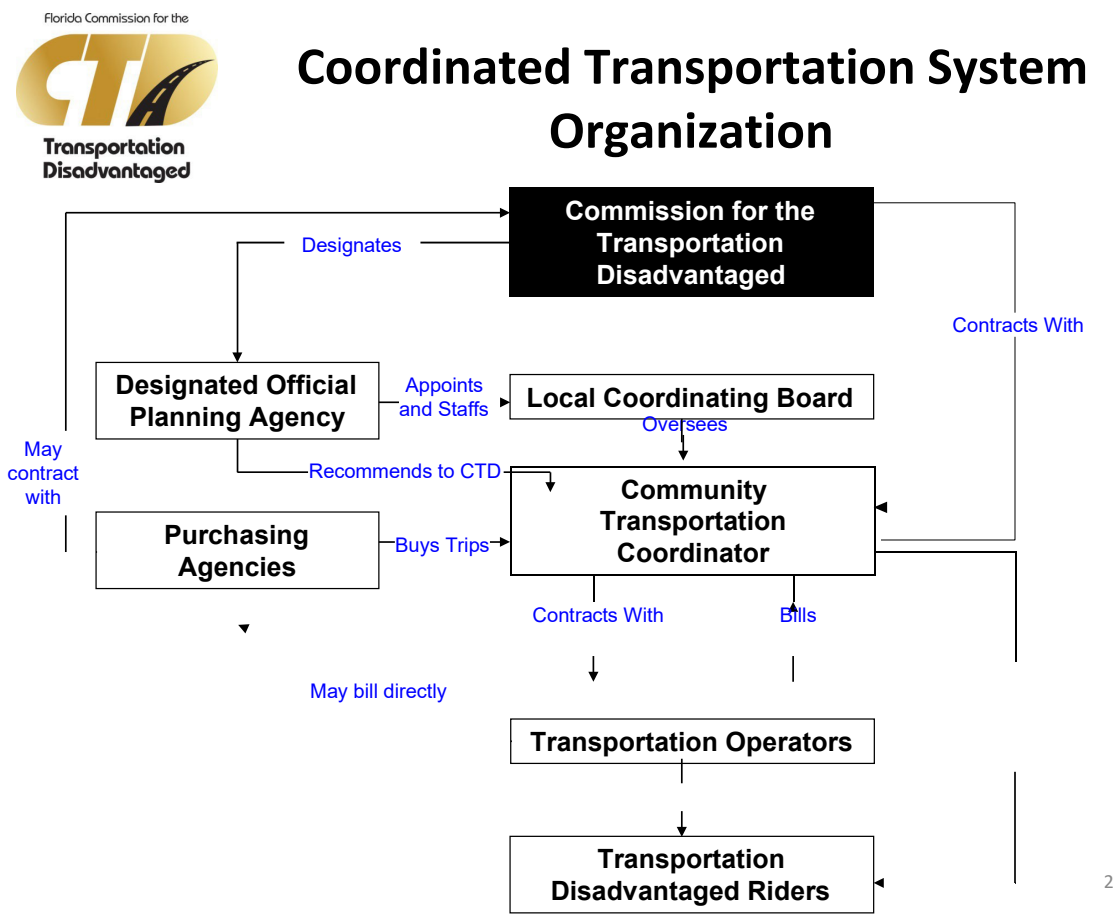
Community Transportation Coordinator Designation Date and History

For 20 years, the Flagler County Council on Aging (FCCOA) provided transportation service in Flagler County. In 1979, transportation delivery began as a social service to the senior population. On July 15, 1982, the Flagler County Board of County Commissioners adopted the Transportation Disadvantaged Plan for Flagler County and designated the FCCOA as the Community Transportation Coordinator (CTC). In 1983, Flagler County Transport (FCT) was established as a department of the FCCOA to provide coordinated transportation services in the County. In creating this new department, the FCCOA's *charter*

was amended to include the provision of Transportation Disadvantaged services as part of the corporate mission. In 1984, FCT began to coordinate all county resources and execute Purchase of Service Agreements with other agencies which sponsor transportation for their eligible clients.

In late 2003, Flagler County began the process of transitioning to take over all Flagler Senior Services operations and merge them with County government. On March 1, 2004, the Flagler County Board of County Commissioners became the Community Transportation Coordinator (CTC) for the Flagler TD program. On April 15, 2009, the Flagler County Board of County Commissioners was reappointed as the CTC through 2014. On May 14, 2014, once again the Commission for the Transportation Disadvantaged reappointed Flagler County Transit as the CTC through 2019, with an extension through 2020. The Commission for the Transportation Disadvantaged approved a five year agreement at their meeting in June, 2020.

Organizational Chart



Consistency Review of Other Plans

This TDSP has been developed to be consistent with the various plans compiled by the River to Sea Transportation Planning Organization, including the Unified Planning Work Program, the

Transportation Improvement Program, and the Long Range Transportation Program. In addition, the following plans have been reviewed and the TDSP is also consistent with them:

- **Local Government Comprehensive Plan**

The Transportation Disadvantaged program in Nassau County is addressed in the required Transportation Element of the Flagler County Comprehensive Plan by Objective 3.3 and related policies.

- **Strategic Regional Policy Plan**

The TDSP is consistent with “Strategic Directions: The Northeast Florida Strategic Regional Policy Plan”, which was adopted by the NEFRC by Rule on January 16, 2014. The regional transportation element supports mobility, the transportation disadvantaged and transit in policies 2, 3 and 16.

- **Commission for the Transportation Disadvantaged 2005 5-year / 20-year Plan**

The TDSP is consistent with the themes of the Commission’s 2005 plan, although much of the plan is outdated.

Public Participation

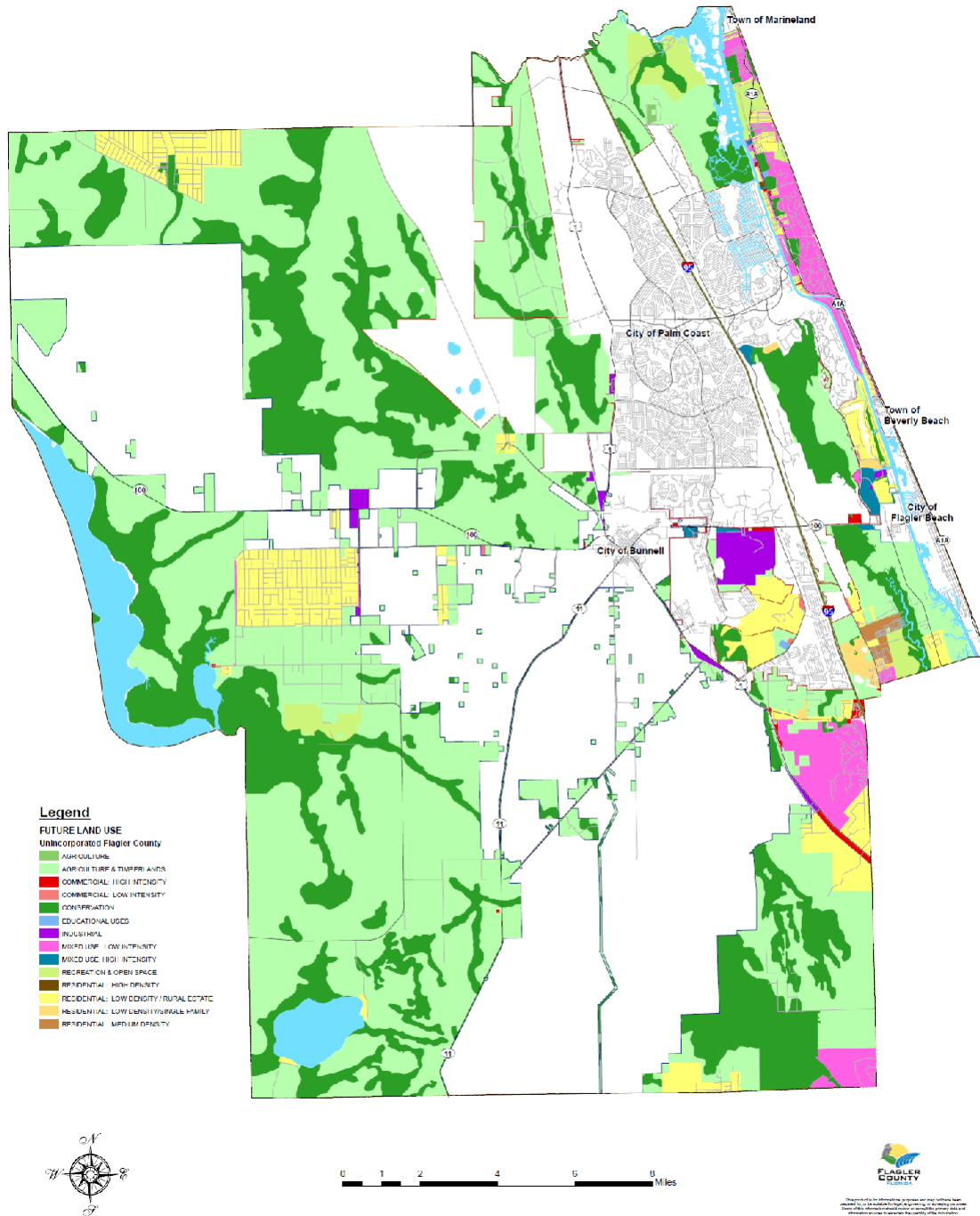
Representatives of public, private and non-profit transportation and human services providers and members of the public participate in the development of the Transportation Disadvantaged Service Plan. Many of the Local Coordinating Board members are staff to these agencies and review the Service Plan at least annually. They are all invited to participate with the development and update of the TDSP.

- a. Transportation - Staff for the Northeast Florida Regional Council actively participates with the development of the TDSP and coordinates the efforts to ensure that the policies in the plan are followed fully.
- b. Passengers and Advocates – The CTC has close contact with its riders and gets input on a continuing basis.
- c. Human Service Partners - The CTC staff has a close relationship with many local churches, health care facilities, independent living centers, and job training and job placement agencies, and receives input on a continuing basis.
- d. Others - A public hearing is held annually in conjunction with a quarterly board meeting for public input.

SERVICE AREA PROFILE/DEMOGRAPHICS

Land Use

Future Land Use Flagler County, Florida



Source: Flagler County 2020

Population/Composition

Flagler County BEBR Population Estimates and Projections

Estimate April 1, 2019			Projections					
110,635			April 1, 2020	April 1, 2025	April 1, 2030	April 1, 2035	April 1, 2040	April 1, 2045
		Low	106,500	113,900	119,900	124,500	127,700	129,600
		Medium	113,400	126,500	138,300	148,400	157,300	165,200
		High	120,000	137,700	155,800	173,600	190,500	207,500

Estimates of Population by County and City April 1, 2019	April 1, 2019	April 1, 2010	Total Change 2010-2019
Flagler County	110,635	95,696	14,939
Beverly Beach	372	338	34
Bunnell	3,271	2,676	595
Flagler Beach	4,779	4,484	295
Marineland	8	16	-8
Palm Coast	86,768	75,180	11,588
Unincorporated	15,437	13,002	2,435

SOURCE: University of Florida, Bureau of Economic and Business Research <http://www.bibr.ufl.edu/population>

Flagler County Veterans - Total Population - Projections

Year	Data
2018	12,245
2020	12,003
2025	11,299
2030	10,890
2035	10,567
2040	9,876
2045	9,417

SOURCE: Veterans Administration Website: https://www.va.gov/vetdata/Veteran_Population.asp

Flagler County Population - 5-year Estimates and Projections

Age	Census	Estimate	Projections						
	2010	2018	2020	2025	2030	2035	2040	2045	
0-4	4,766	5,154	5,242	6,027	6,620	7,056	7,090	7,398	
5-9	5,153	5,889	5,998	6,431	7,282	7,890	8,346	8,311	
10-14	5,571	5,937	6,104	6,586	6,952	7,761	8,343	8,736	
15-19	5,572	5,278	5,316	6,032	6,409	6,677	7,396	7,873	
20-24	3,959	5,149	5,156	5,240	5,857	6,139	6,350	6,966	
25-29	4,300	6,152	6,538	6,471	6,474	7,146	7,433	7,617	
30-34	4,711	5,918	6,104	8,473	8,264	8,163	8,942	9,214	
35-39	5,143	6,191	6,409	7,420	10,176	9,781	9,587	10,397	
40-44	5,620	5,887	6,027	7,129	8,118	10,960	10,458	10,171	
45-49	6,142	5,636	5,678	6,302	7,353	8,247	11,003	10,415	
50-54	6,529	6,131	6,097	6,217	6,805	7,837	8,707	11,490	
55-59	6,864	7,527	7,596	7,267	7,290	7,881	9,006	9,888	
60-64	7,961	8,693	8,935	9,223	8,709	8,627	9,254	10,477	
65-69	7,528	8,843	8,951	10,197	10,411	9,721	9,567	10,179	
70-74	6,065	8,391	8,713	9,139	10,299	10,406	9,658	9,447	
75-79	4,327	6,394	6,721	8,195	8,566	9,622	9,727	9,007	
80-84	3,078	3,996	4,201	5,518	6,722	7,000	7,870	7,943	
85+	2,407	3,469	3,612	4,623	5,976	7,467	8,519	9,650	
Total	95,696	110,635	113,398	126,490	138,283	148,381	157,256	165,179	

SOURCE: University of Florida, Bureau of Economic and Business Research, Florida Population Studies, Bulletin 178
<http://www.bebr.ufl.edu/population>

Statistics Related to County Population Age 60+

2018 Projections



Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.

Population by Age Category		
All Ages	108,392	100.0%
Under 18	20,096	18.5%
Under 60	69,846	64.4%
18-59	49,750	45.9%
60+	38,546	35.6%
65+	30,071	27.7%
70+	21,309	19.7%
75+	13,211	12.2%
80+	7,133	6.6%
85+	3,336	3.1%

Source: Office of Economic and Demographic Research (EDR), 2017

Population by Gender		
Male	17,487	45.4%
Female	21,059	54.6%

Source: EDR, 2017

English Proficiency	
With Limited English Proficiency ¹	1,285

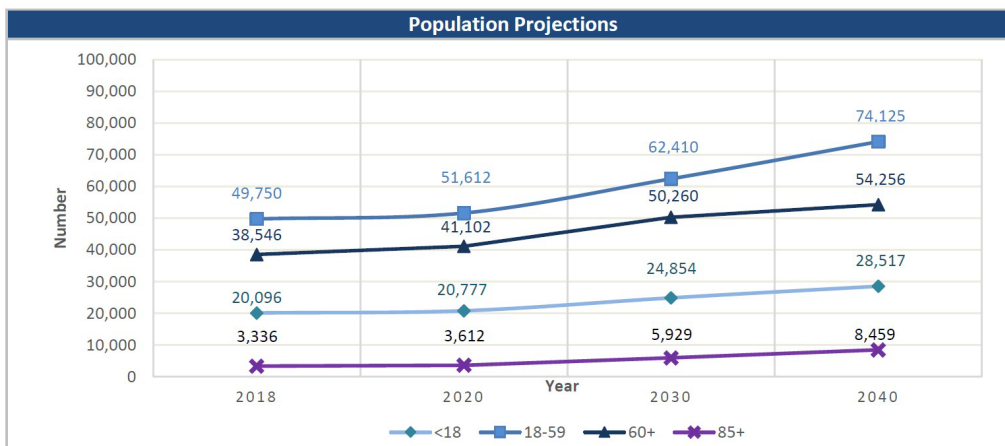
Source: DOE calculations based on EDR and 2011-2015 American Community Survey (ACS) Special Tabulation on Aging tabulated for AoA

Population by Race and Ethnicity		
White	33,744	87.5%
Black	3,974	10.3%
Other Minorities	828	2.1%
Total Hispanic	2,436	6.3%
White	2,190	5.7%
Non-White	246	0.6%
Total Non-Hispanic	36,110	93.7%
Total Racial and Hispanic Minorities ²	6,992	18.1%

Source: EDR, 2017

Financial Status		%
Below Poverty Guideline	3,238	8.4%
Below 125% of Poverty Guideline	4,781	12.4%
Minority Below Poverty Guideline	1,149	3.0%
Minority Below 125% of Poverty Guideline	1,515	3.9%

Source: DOE calculations based on EDR and 2011-15 ACS data



Source: Office of Economic and Demographic Research, 2017

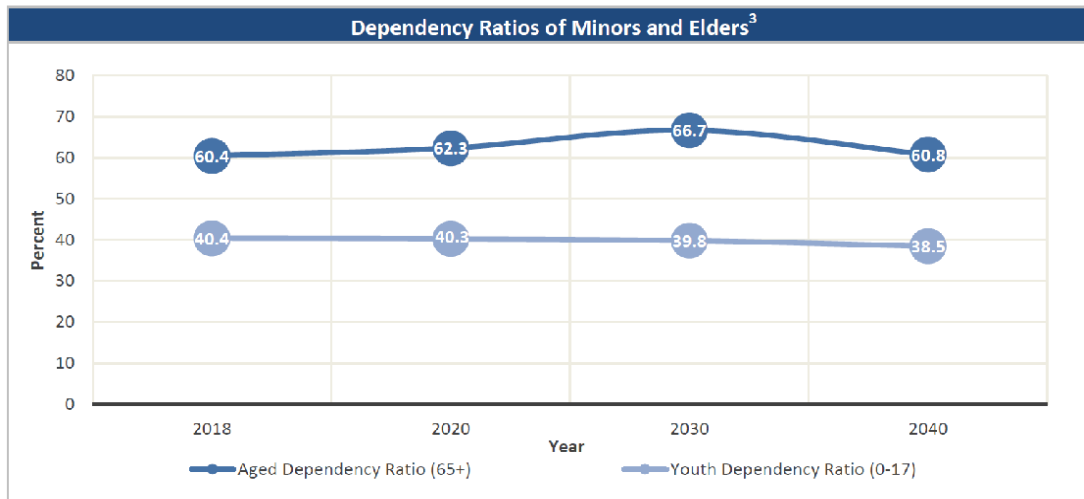
2018 Projections



Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.



Source: Office of Economic and Demographic Research, 2017

Grandparents	
Living With Own Grandchildren*	1,616
Grandparent Responsible for Own Grandchildren*	362
Grandparent Not Responsible for Own Grandchildren*	1,255
Not Living With Own Grandchildren*	36,930

*Grandchildren Under Age 18

Source: DOEA calculations based on EDR and 2011-15 ACS data

SNAP or Food Stamps	
Participants	1,933
Potentially Eligible	4,781
Participation Rate	40.4%

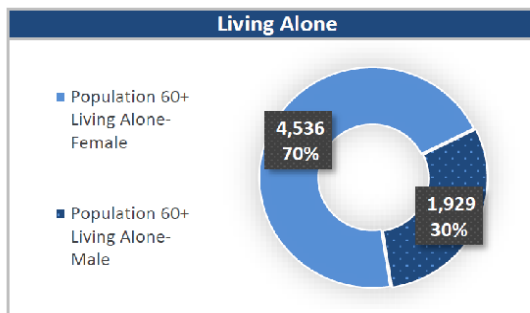
Source: Florida Department of Children and Families, 2017

Rural Designation	
Rural (Yes/No)	YES

Source: Rural Economic Development Initiative

Medically Underserved (65+)	
Total Medically Underserved ⁴	7,946
Living in Areas Defined as Having Medically Underserved Populations	7,946
Living in Medically Underserved Areas	0

Source: DOH and U.S. HHS, Data as of 8/07/2018



Source: DOEA calculations based on EDR and 2011-15 ACS data

2018 Projections



Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.

Florida Registered Voters ¹³	
Elder Registered Voters (60+)	39,421
Registered Voters (All Ages)	79,808

Source: FL Department of State, 2017

Florida Driver's License	
Elder Drivers (60+)	43,260
Drivers (All Ages)	101,439

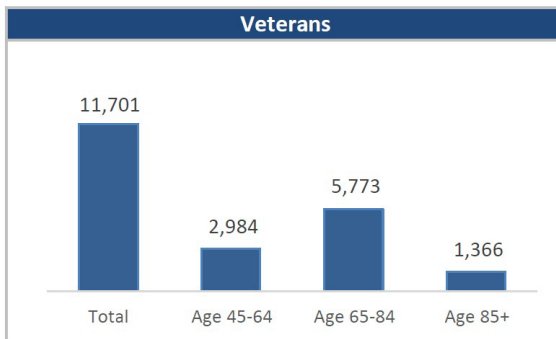
Source: FL Department of Highway Safety & Motor Vehicles as of 07/08/2018

Retirement (65+)	
Disability Insurance (OASDI) Beneficiaries	23,868
Percent OASDI Beneficiaries	79.4%

Source: DOE calculations based on EDR and the U.S. Social Security Administration data, 2017

Median Household Income for All Ages	
2012-2016	\$48,898

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates



Source: U.S. Department of Veterans Affairs, 2016

Households With Cost Burden Above 30% and Income Below 50% Area Median Income (65+) ⁵	
Elder Households	17,215
Percent of All Households	14.5%

Source: The Shimberg Center for Housing Studies, 2017

Cost of Living, Annual Expenses(65+) ⁶	
Single Elders	
Owner without Mortgage	\$18,072
Renter, one bedroom	\$22,656
Owner with Mortgage	\$28,416
Elder Couple	
Owner without Mortgage	\$28,032
Renter, one bedroom	\$32,616
Owner with Mortgage	\$38,376

Source: Wider Opportunities for Women Elder Economic Security Standard™ Index (Elder Index), Data as of 7/28/2018

Disability Status	
With One Type of Disability ⁷	5,634
With Two or More Disabilities	5,092
Total With Any Disability	
Hearing	3,942
Vision	1,916
Cognitive	2,699
Ambulatory	6,433
Self-Care	2,064
Independent Living	3,652
With No Disabilities	27,820
Probable Alzheimer's Cases (65+) ⁸	3,714

Source: DOE calculations based on EDR, 2011-15 ACS data, and Alzheimer's Disease Facts and Figures Report, 2017

Medical Professionals	
Medical Doctors	
Licensed	135
Limited License	0
Critical Need Area License	1
Restricted	0
Medical Faculty Certification	0
Public Health Certificate	0
Specialties	
Licensed Podiatric Physicians	4
Licensed Osteopathic Physicians	10
Licensed Chiropractic Physicians	28
Licensed Registered Nurses	1,725

Source: Florida Department of Health, 2017

2018 Projections



Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.

Skilled Nursing Facility (SNF) Utilization	
SNF Beds	240
Community Beds	240
Sheltered Beds	-
Veterans' Affairs Administration Beds	120
Other Beds	-
SNFs With Beds	3
Community Beds	2
Sheltered Beds	-
Veterans' Affairs Administration Beds	1
Other Beds	-
SNFs With Community Beds	2
Community Bed Days	87,600
Community Patient Days	80,733
Medicaid Patient Days	35,846
Occupancy Rate	92.2%
Percent Medicaid	44.4%

Home Health Agencies	
Agencies	6
Medicaid Certified Agencies	1
Medicare Certified Agencies	4

Homemaker & Companion Service Companies	
Companies	7

Adult Day Care	
Facilities	1
Capacity	30

Assisted Living Facility	
Total Beds	420
OSS Beds ⁹	0
Non-OSS Beds	420
Total Facilities	18
Facilities with ECC License ¹⁰	2
Facilities with LMH License ¹¹	0
Facilities with LNS License ¹²	2

Adult Family Care Homes	
Homes	15
Beds	66

Ambulatory Surgical Centers	
Facilities	-
Operating Rooms	-
Recovery Beds	-

Hospitals	
Hospitals	1
Hospitals with Skilled Nursing Units	0
Hospital Beds	99
Skilled Nursing Unit Beds	0

Medicaid & Medicare Eligibility	
Medicaid Eligible - All Ages	16,770
60+ Medicaid Eligible	2,221
Dual Eligible - All Ages	2,981
60+ Dual Eligible	1,995

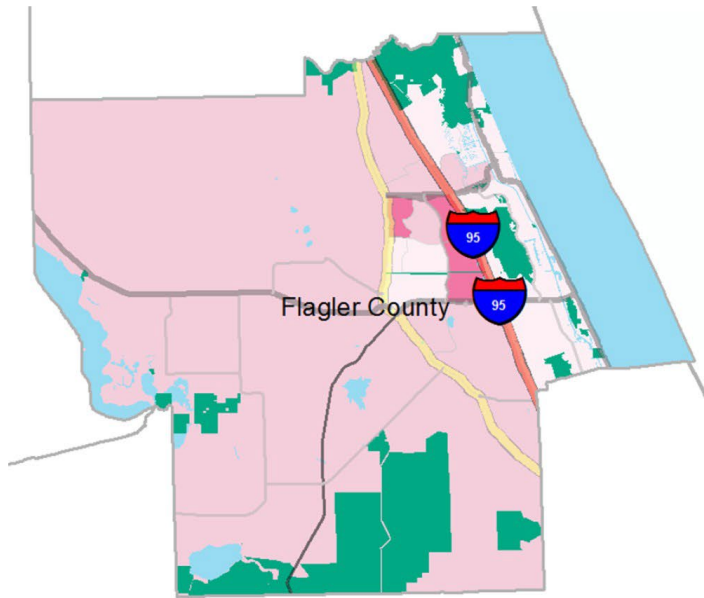
Source for Page: AHCA, 2017

Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.

Elder Needs Index



The Elder Needs Index (ENI) is a composite measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population who are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125% of the Federal Poverty Level. The Index is an averaged score that indicates senior citizens' overall level of risk for a probable need of social services within a geographic area. It is not a percentage of the area's population. The green areas of the map represent current conservation land such as national parks, state forests, wildlife management areas, local and private preserves. The blue areas of the map represent current water features such as lakes, streams, rivers, and coastlines. Complete maps available at http://elderaffairs.state.fl.us/doea/eni_home.php

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2012-16 ACS data

Useful Websites

[Office of Economic & Demographic Research \(EDR\)](#)
[U.S. Census Bureau, American Community Survey](#)
[U.S. Census Bureau, Quick Facts](#)
[Agency for Health Care Administration \(AHCA\)](#)

[FL Division of Emergency Management \(Shelters\)](#)
[Florida Housing Data Clearinghouse](#)
[County Chronic Disease Profile](#)

Profile of Older Floridians

Flagler County

Unless otherwise noted, the data presented refers to individuals age 60 and older.

¹ Those who report speaking English "Not well" or "Not at all" are defined as having Limited English Proficiency (LEP) in this profile.

² Total Minorities = (60+ Population) - (White Non-Hispanic 60+)

³ A "dependency ratio" is commonly depicted as a ratio of workers to non-workers. Rather than using labor-force participation rates, which fluctuate, a stable dependency ratio can be estimated by using the number of individuals in the population who fall into age groups generally aligned with school-aged kids, working age adults, and retired seniors. For this graphic, working age adults (defined as 18-59) were compared to minors (age 0-17)(youth dependency ratio) and seniors (age 65+)(aged dependency ratio). Some of the potential implications of a higher dependency ratio include labor shortages, lower tax revenues, higher government spending, higher taxes, and pressure to raise retirement age.

⁴ Medically Underserved Areas/Populations are areas or populations designated by Health Resources & Services Administration(HRSA) as having too few primary care providers, high infant mortality, high poverty or a high elderly population.

⁵ Households age 65 and older paying more than 30 percent of income for housing costs (including utilities) and have an income below 50 percent of the area median income.

⁶ Wider Opportunities for Women Elder Economic Security Standard™ Index (Elder Index) measures how much income retired older adults require to meet their basic needs without public or private assistance. The Elder Index measures basic expenses for elders age 65+ living in the community, not in institutions. Annual expenses include: housing, including utilities, taxes, insurance; food; transportation; health care, based on good health; and miscellaneous. Data found at <http://www.basiceconomicsecurity.org/EI/>

⁷ With One Type of Disability: 60+ people who have only one type of disability

⁸ Probable Alzheimer's Cases = (65-74 Population x 0.036596) + (75-84 Population x 0.169158) + (85+ Population x 0.427599)
Alzheimer's by Age in 2017 Alzheimer's Disease Facts and Figures Report used to develop calculation can be found at https://www.alz.org/getmedia/4d0840b6-0baa-4b97-8a0e-1775cfbf44a4/statesheet_florida

⁹ OSS Beds: Optional State Supplementation Beds. Optional State Supplementation (OSS) is a cash assistance program. Its purpose is to supplement a person's income to help pay for costs in an assisted living facility, mental health residential treatment facility, and adult family care home. It is NOT a Medicaid program.

¹⁰ ECC License: Extended Congregate Care License. The ECC license is a specialty license that enables a facility to provide, directly or through contract, services beyond those permissible under the standard license, including acts performed by licensed nurses, and supportive services defined by rule to persons who otherwise would be disqualified from continued residence in a facility licensed under this part.

¹¹ LMH License: Limited Mental Health License. Any facility intending to admit three or more mental health residents must apply for and obtain a limited mental health license from AHCA's Assisted Living Unit before accepting the third mental health resident.

¹² LNS License: Limited Nursing Services License. The LNS license is a specialty license that enables a facility to provide a select number of nursing services.

¹³ Florida Registered Voters: Totals reflect the number of active registered voters in Florida on 03/20/2018

Source: 2018 Flagler County Profile of Older Floridians, State of Florida, Department of Elder Affairs,
http://elderaffairs.state.fl.us/doea/pubs/stats/County_2018_projections/Counties/Flagler.pdf

Number of Homeless Students PK-12 in Flagler County, 2017-2018

Total Homeless Students 2017-18 Survey	Living Situation:	Shelters	Shared housing	Other	Motels
529		21	448	23	37

Source: Florida Department of Education's website:

<http://www.fldoe.org/policy/federal-edu-programs/title-x-homeless-edu-program-hep.stml>

The Percentage of Population Below the Poverty Line by Age in Flagler County, 2018

<u>Age</u>	<u>Total Estimates</u>	<u>Total Margin of Error</u>	<u>Total Below the Poverty Line Estimates</u>	<u>Total Below the Poverty Line Margin of Errors</u>	<u>Percent Below Poverty Line</u>	<u>Percent Below Poverty Line Margin of Error</u>
<u>Under 18 years</u>	17,972	+/-282	3,255	+/-737	18.1%	+/-4.1
<u>Under 5 years</u>	4,274	+/-125	738	+/-243	17.3%	+/-5.7
<u>5 to 17 Years Old</u>	13,698	+/-286	2,517	+/-603	18.4%	+/-4.4
<u>Related Children of Householder Under 18 Years</u>	17,841	+/-290	3,135	+/-728	17.6%	+/-4.1
<u>18 to 64 years Old</u>	56,652	+/-160	7,195	+/-825	12.7%	+/-1.5
<u>18 to 34 years Old</u>	16,158	+/-143	2,329	+/-378	14.4%	+/-2.3
<u>35 to 64 years Old</u>	40,494	+/-181	4,866	+/-624	12%	+/-1.5
<u>60 years and over</u>	40,094	+/-552	2,859	+/-475	7.1%	+/-1.2
<u>65 years and over</u>	31,381	+/-147	2,125	+/-376	6.8%	+/-1.2

Note: The poverty line is based on the U.S. Census's Poverty Threshold which is the minimum annual income determined by the age, household type, and the number of children in a household for each family unit. The number of family units below that minimum annual income for each group are considered living below the poverty line. The minimum breakdown for each group is found at <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>

Source: The American Community Survey 2018-Five Year Estimates

https://data.census.gov/cedsci/table?q=S1701&q=0500000US12035&tid=ACSST5Y2018.S1701&vintage=2018&layer=VT_2018_050_00_PY_D1

Employment

Subject	Flagler County, Florida				
	Total		Labor Force Participation Rate		Employment/Pop- ulation Ratio
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate
Population 16 years and over	90,732	+/-190	47.5%	+/-1.1	44.8%
AGE					
16 to 19 years	4,812	+/-309	38.7%	+/-5.5	32.8%
20 to 24 years	4,472	+/-261	69%	+/-5.6	65.4%
25 to 29 years	4,528	+/-259	78.4%	+/-5.8	71.3%
30 to 34 years	4,784	+/-143	79.3%	+/-5.9	73.6%
35 to 44 years	10,776	+/-214	77.1%	+/-4.7	75.3%
45 to 54 years	13,127	+/-183	72.3%	+/-3.8	68.8%
55 to 59 years	7,924	+/-542	66.6%	+/-4.2	63.7%
60 to 64 years	8,729	+/-509	44.6%	+/-3.6	42.7%
65 to 74 years	18,506	+/-119	17.2%	+/-2.1	16.1%
75 years and over	13,074	*****	4.8%	+/-1.4	4%
RACE AND HISPANIC OR LATINO ORIGIN					
White alone	76,142	+/-561	46.9%	+/-1.3	44.4%
Black or African American alone	9,481	+/-284	47.5%	+/-3.7	44.6%
American Indian and Alaska Native alone	150	+/-103	78.7%	+/-18.1	54%
Asian alone	2,324	+/-89	51.1%	+/-9.1	47.4%
Native Hawaiian and Other Pacific Islander alone	14	+/-23	0%	+/-87.9	0.0%
Some other race alone	1,764	+/-486	64.7%	+/-12.4	62.4%
Two or more races	857	+/-246	50.4%	+/-12.9	42.4%
Hispanic or Latino origin (of any race)	8,265	+/-71	53.8%	+/-3.9	51.5%
White alone, not Hispanic or Latino	69,757	+/-236	46.3%	+/-1.2	43.8%
Population 20 to 64 years	54,340	+/-269	68.8%	+/-1.7	65.5%
SEX					
Male	25,637	+/-206	74.4%	+/-2.2	70.4%
Female	28,703	+/-246	63.9%	+/-2.2	61.1%
With own children under 18 years	7,660	+/-537	75%	+/-5.2	72.5%
With own children under 6 years only	1,345	+/-261	69.7%	+/-8	65.2%
With own children under 6 years and 6 to 17 years old	1,323	+/-238	70.4%	+/-10.3	69.8%
With own children to 6 to 17 years	4,992	+/-459	77.7%	+/-6.4	75.1%
POVERTY STATUS IN THE PAST 12 MONTHS					
Below poverty level	6,728	+/-744	40.4%	+/-6.7	31.2%
At or above the poverty level	47,458	+/-773	73.1%	+/-1.8	70.6%
DISABILITY STATUS					
With any disability	6,872	+/-636	32.4%	+/-4.1	25.4%
EDUCATIONAL ATTAINMENT					
Population 25 to 64 years	49,868	+/-282	68.8%	+/-2	65.5%
Less than high school graduate	3,023	+/-396	55.5%	+/-7.4	49.9%
High school graduate (includes equivalency)	17,963	+/-1,048	62.5%	+/-3.3	58.9%
Some college or associate degree	18,136	+/-916	72.8%	+/-3	69.8%
Bachelor's degree or higher	10,746	+/-748	76.3%	+/-2.9	73.8%

Subject	Flagler County, Florida		
	Employment/Population Ratio	Unemployment rate	
	Margin of Error	Estimate	Margin of Error
Population 16 years and over	+/-1.1	5.5%	+/-0.9
AGE			
16 to 19 years	+/-5.4	15.3%	+/-5.8
20 to 24 years	+/-5.7	5.2%	+/-3.2
25 to 29 years	+/-6	9%	+/-3.7
30 to 34 years	+/-6.4	6.8%	+/-3.3
35 to 44 years	+/-4.9	2.3%	+/-1.2
45 to 54 years	+/-3.8	4.8%	+/-1.5
55 to 59 years	+/-4.3	4.3%	+/-2.1
60 to 64 years	+/-3.4	4.3%	+/-2.1
65 to 74 years	+/-1.9	6.4%	+/-2.9
75 years and over	+/-1.3	17.3%	+/-10.7
RACE AND HISPANIC OR LATINO ORIGIN			
White alone	+/-1.3	5.3%	+/-1
Black or African American alone	+/-3.5	6%	+/-3
American Indian and Alaska Native alone	+/-29	31.4%	+/-39.2
Asian alone	+/-9.7	7.2%	+/-6.2
Native Hawaiian and Other Pacific Islander alone	+/-87.9	-	**
Some other race alone	+/-12.2	3.5%	+/-4.8
Two or more races	+/-12.9	16%	+/-12.2
Hispanic or Latino origin (of any race)	+/-3.7	4.2%	+/-2.2
White alone, not Hispanic or Latino	+/-1.3	5.3%	+/-1
Population 20 to 64 years	+/-1.7	4.8%	+/-0.9
SEX			
Male	+/-2.1	5.1%	+/-1.2
Female	+/-2.2	4.4%	+/-1.2
With own children under 18 years	+/-5.2	3.4%	+/-1.5
With own children under 6 years only	+/-8.6	6.4%	+/-6
With own children under 6 years and 6 to 17 years	+/-10.2	1%	+/-1.8
With own children under 6 to 17 years only	+/-6.5	3.3%	+/-1.8
POVERTY STATUS IN THE PAST 12 MONTHS			
Below poverty level	+/-6.1	22.9%	+/-6.4
At or above the poverty level	+/-1.8	3.3%	+/-0.8
DISABILITY STATUS			
With any disability	+/-4.1	21.5%	+/-5.9
EDUCATIONAL ATTAINMENT			
Population 25 to 64 years	+/-2	4.7%	+/-0.9
Less than high school graduate	+/-7.4	10.1%	+/-5.5
High school graduate (includes equivalency)	+/-3.3	5.8%	+/-1.8
Some college or associate degree	+/-3	4%	+/-1.3
Bachelor's degree or higher	+/-3.2	3.3%	+/-1.5

Source: The American Community Survey 2018-Five Year Estimates

Overview of Land Use, Population/Composition and Employment

The future land use map and demographics, when considered together indicate that Flagler is a County that is projected to grow significantly. Growth and development have been brisk in the recent past, and this is anticipated to continue, as evidenced by planned communities and industrial areas currently in the planning or development stages. This will result in more jobs. The population is projected to grow, as medium projections anticipate the population will increase by more than 46,000 by 2040. The ALICE (Asset Limited, Income Constrained, Employed) report updated in 2018 by the United Way of Florida, analyzed households that earn more than the U.S poverty level but less than the basic cost of living for the County. In the case of Flagler County, the median household income of \$58,963 is slightly higher than the statewide average of \$ 55,462. The ALICE report identifies the household survival budget for a single adult as \$ 26,784 and for a family with two working parents, an infant and a Pre-K child as \$71,004. The transportation portion of the family survival budget is the fourth largest expense for a family with two working adults and two children in childcare after childcare, housing, and food. The number of households below the poverty level (10%) combined with the number of ALICE households, who earn less than the household survival budget (30%), make up 41% of Flagler County's total households. These households are among those in need of transit, so they can save money and build wealth. If the transportation portion of their budgets can be made more manageable, there is the potential for real impact on the future of Flagler County families and children.

Major Trip Generators/Attractors

Trips are generated by the daily needs of residents. They are also generated by nursing homes and long-term care facilities, the local college and workforce training, and public or multi-family housing. Senior program facilities, doctor's offices and shopping areas are attractors for trips, as are the downtowns and commercial areas of Palm Coast, Flagler Beach, and Bunnell, along with job centers throughout the County. The City of Daytona Beach is an attractor outside of the County, for those seeking education, health care and/or jobs.

Inventory of Available Transportation Services

Other than transportation network companies that provide rides to or from Flagler County, the following taxi services are based in the County:

- A 1 American Cabs
- AAA Limousine & Airport Service
- AAA Taxi Service
- Alliance Taxi & Shuttle

- Always on Time Transportation
- Mobile Medical Transport
- Palm Coast Transportation
- Run About Taxi Service
- Tico Taxi
- Trips Car Service
- VIP Taxi

SECTION 2: SERVICE ANALYSIS

Forecasts of Transportation Disadvantaged Population

Based on the Center for Urban Transportation Research (CUTR) 2013 Methodology Guidelines for Forecasting TD Transportation Demand, the general TD population estimate for 2018 is 50,657 or 45.6% of the total population. The forecast for 2020 considers that of the TD population, 7,877 persons are considered to be of critical need. This is comprised of 5,268 persons who are considered to have severe disabilities and 2,609 persons of low income without access to an automobile or transit. The critical need population could be expected to make 5,390 daily trips and 1,681,790 annual trips in 2020. The forecast model is included as Appendix 6.¹

Needs Assessment

This section provides an overview of the programs that are qualified for funding under the Public Transportation, Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute Program (JARC), and New Freedom programs in support of the Federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU).

Section 5310 - Transit for the Elderly and Persons with Disabilities – This program provides formula funding to states for the purpose of assisting private non-profit groups in meeting the transportation needs of the elderly and persons with disabilities with the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. The County Commission match associated with this grant is 10%.

Section 5311 – Rural and Small Urban Areas – This program provides formula funding to states for the purpose of supporting public transportation in areas for less than 50,000 people. Funds may be used of capital, operating, and administrative assistance to state agencies, local public bodies, and nonprofits organizations and operators of public transportation services. The Board of County Commissioners has agreed each year to fund the 50% match associated with this grant.

Section 5339 – Bus and Bus Facilities Formula Program – Federal funding for capital assistance.

¹ The population estimate for 2015 was utilized in this model to conform to the standard of the 2013 CUTR Model Worksheet.

5-Year Transportation Disadvantaged Transportation Improvement Program Funding Requests and Results				
Fiscal Year	Section 5310	Section 5311	Section 5339	Funded (updated the next year)
18/19	\$335,392 Capital reimbursement for four replacement buses with \$33, 539 Local Match	\$66,450 Federal, \$66,450 Local Match for Operating Expenses		\$382,928 including match for 5310, \$61,405 Federal and \$61,405 Local Match for 5311
19/20	\$191,465 Federal and \$191,465 Local Match Operating Funds	\$64,000 Federal, \$64,000 Local Match for Operating Expenses	\$64,000 Federal, \$64,000 Local Match for Operating Expenses	\$275, 408 Federal, \$34,426 State and \$34,426 Local for 5310 Capital, \$67,039 Federal and \$67,039 Local Match for 5311
20/21	\$414,360 Operating, \$368,565 Capital for 5 vehicles	\$68,477 Federal, \$68,477 Local Match for Operating Expenses		\$368,565 for 5 vehicles, \$217,898 operating for 5310, \$68,477 Federal, \$68,477 Local Match for 5311
21/22	\$364,385 Capital for 5 replacement buses (\$291,508 Federal, \$26,438.50 State, \$26,438.50 Local) \$414,360 Operating (\$207,180 Federal, \$207,180 Local) \$189,328 Operating funds (CRRSAA/ARP)	\$140,000 Operating (\$70,000 Federal, \$70,000 Local) \$189,326 Operating funds (CRRSAA/ARP)		
22/23	Requested \$189,328 for Operating funds	Requesting \$189,326 for Operating funds		

Barriers to Coordination (From Prior Plan)

The following are identified barriers to the Coordination process:

- Excessive distances to specialized medical care. Trips outside of Flagler County are costly and difficult to multi-load.
- Agencies that do not budget for transportation services. These agencies then place a heavy reliance on the TD Trust Funds for their transportation needs. Agencies that do not adequately fund client transportation cause other agencies and funding sources to pay the additional cost of agency transportation services.

- Increasing capital and operating costs which discourage agencies from participating in the coordinated system.

Consider (from other plans):

- Increasing cost of fuel, vehicles and insurance.
- Lack of specialized medical care (particularly kidney dialysis) located in the county.

GOALS, OBJECTIVES, STRATEGIES AND IMPLEMENTATION PLAN

Goal 1: Coordination of transportation disadvantaged services

OBJECTIVE 1.1: Contract with agencies purchasing transportation services using public funds.

Strategy 1.1.1: Utilize executed Purchase of Service Agreements (POS) as necessary with all agencies purchasing transportation services with public funds prior to service being initiated. Such POS Agreements shall specify the service and cost of each type of transportation service to be provided (fixed, direct, indirect, per mile, etc.).

Implementation Schedule: The CTC will act as soon as it becomes aware of the need for a POS. Reporting will be as needed or in the final quarter, when the TDSP is reviewed.

Goal 2: Focus on consumer choice and efficiency.

OBJECTIVE 2.1: Arrange transportation services to maximize consumer choice and vehicle efficiency.

Strategy 2.1.1: As funding permits, maintain operations of deviated fixed-route systems.

Strategy 2.1.2: Using Trapeze, analyze current service delivery and demands for service to develop consumer travel patterns.

Strategy 2.1.3: Survey transportation system users for potential ridership levels and develop routes accordingly.

Strategy 2.1.4: Increase number of clients/riders served.

Strategy 2.1.5: Maximize the multi-loading of vehicle trips as practical to reduce cost per trip and maximize efficiency.

Strategy 2.1.4 As the State and County allow, and as the CTD develops a mechanism to authorize and fund rides from transportation network companies or other providers, utilize the range of services that make sense in Flagler County or regionally to maximize efficiency and choice.

Implementation Schedule: The CTC will track data and report in the final quarter, when the TDSP is reviewed.

OBJECTIVE 2.2: Market the system within Flagler County and regionally.

Strategy 2.2.1: Promote service availability to agencies and consumers through advertising efforts, social media, partnerships, the distribution of flyers to social service agencies and consumers, and to the general public at County events.

Implementation Schedule: The CTC will market on an ongoing basis. On-time performance will be reported with the annual evaluation done by the LCB.

Goal 3: **Accountability: Utilize the Transportation Disadvantaged trust fund non-sponsored grant monies efficiently.**

OBJECTIVE 3.1: Adhere to strict budget of non-sponsored funding to prevent over-spending or under-spending of non-sponsored trip monies at end of grant year cycle.

Strategy 3.1.1: Delineate budget utilizing non-sponsored monies with monthly allocation. Provide report to LCB on status of these funds at each meeting.

Implementation Schedule: The CTC will track the budget on an ongoing basis and report quarterly to the LCB.

Goal 4: **Utilize the expertise of the Local Coordinating Board.**

OBJECTIVE 4.1: Complete all reports in a timely fashion, which require Coordinating Board approval and/or review, including all reports requested by the Coordinating Board.

Strategy 4.1.1: Final draft preparation of reports will be completed prior to the Quarterly meeting and presented to the Board for their review.

Strategy 4.1.2: Provide a written overview of ridership totals, vehicles miles, costs, and revenue at each quarter, with a comparison to the same quarter of the previous year.

Strategy 4.1.3: Provide and present the Annual Operating Report to the LCB prior to its submittal to the CTD on or before September 15.

Strategy 4.1.4: Present rate calculation for the LCB approval.

Strategy 4.1.5: Information on grants applied for will be provided to the LCB for their approval for incorporation into this plan.

Implementation Schedule: The CTC and Planning Agency will provide timely reporting to the LCB and the Commission on an ongoing basis.

Goal 5: **Customer Satisfaction.**

OBJECTIVE 5.1: The LCB shall monitor the quality of service provided by the CTC.

Strategy 5.1.1: The CTC shall report complaints to the LCB.

Strategy 5.1.2: The CTC will respond to grievances as specified by the bylaws of the LCB.

Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 6: **Maintain and plan for a safe and adequate fleet.**

OBJECTIVE 6.1: Develop and maintain a transit capital acquisition/replacement plan with an emphasis on safety.

Strategy 6.1.1: Identify vehicles due for replacement during the budget process at the start of each CTC fiscal year.

Strategy 6.1.2: Utilize all available Federal, State, and local grant funding sources including but not limited to FDOT Section 5310, 5311(f), and 5339, as well as FDOT Service Development program funds for procurement of vehicles for either replacement or expansion purposes as necessary.

Implementation Schedule: The CTC will provide timely reporting to the LCB on an ongoing basis.

Goal 7: **Support regional transit.**

OBJECTIVE 7.3: Increase coordination with other counties and surrounding communities as appropriate.

Strategy 7.3.1: Coordinate multi-county trips and service enhancement between Flagler County and other counties by cooperating and working with nearby counties and the Community Transportation Coordinators that serve them.

Implementation Schedule: Efforts are ongoing.

Performance Measures

This measure will assist in determining if the goals, objectives and strategies are being met:

Performance Measure	Target
Call Hold Time	Less than 2 minutes

SECTION 3: SERVICE DELIVERY

A. SERVICE STANDARDS

Service standards are integral to the development and implementation of a quality transportation program and are intended to bring about the uniform service provision in the coordinated system. The Local Coordinating Board (LCB) will evaluate the CTC's compliance of the established service standards annually. The LCB will accept any agency's review of the CTC which encompasses any of the standards as part of the evaluation to determine compliance for that standard.

Commission Service Standards

Drug and Alcohol Testing

All safety sensitive job positions shall comply with the pre-employment, random, post-accident and reasonable suspicion drug and alcohol testing requirements of the Federal Transit Administration if Section 18 funds are utilized.

Transport of Escorts and Dependent Children

Children under age 15 and individuals requiring special loading assistance will be required to be accompanied by an escort. Escorts, when required, must be provided by the passenger. The escorts must be able to provide the necessary assistance to the passenger. Escorts shall be transported at no cost.

Use, Responsibility and Cost of Child Restraint Devices

All passengers under the age of 4 and/or under 45 pounds shall be requested to use a child restraint device. This device must be provided and installed by the caretaker.

Passenger Property

Passengers shall be allowed to have personal property that can be stowed under their seat and be carried independently onto the vehicle. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

Vehicle Transfer Points

Vehicle transfer points shall be located in a safe and secure place that provides shelter.

Local Toll Free Telephone Number

A local toll free telephone number shall be posted in all vehicles within the transportation system. This telephone number shall be included in the complaint process.

Out-of-Service Area Trips

The CTC will provide out-of-service area trips as needed with approval of the funding source.

Vehicle Cleanliness

Interior of all vehicles shall be free of dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger. All vehicles shall be cleaned (interior and exterior) on a regular schedule.

Billing Requirements

The CTC shall pay all bills within 15 days to subcontractors after receipt of said payment by the CTC.

Passenger/Trip Database

The CTC shall collect the name, telephone number, address, funding source eligibility and special requirements in a database on each passenger.

Adequate Seating

Vehicle seating shall not exceed the manufacturer's recommended capacity.

Driver Identification

Drivers shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger upon pickup except in situations where the driver regularly transports the rider on a recurring basis. All drivers shall have a picture identification and/or name badge displayed at all times when transporting passengers.

Local Service Standards

Call-Hold Time:

FCPT takes all calls from Flagler County residents regarding transportation using a four (4)-line phone system that is covered by a receptionist from 7:00 a.m. to 6:00 p.m. Trip reservations must be made between the hours of 9:00 a.m. and 2:00 p.m. Calls made between these hours will not be placed on hold for more than two (2) minutes. In the event that all lines are busy, FCPT utilizes voice mail for clients to leave messages. Voice mail messages are checked every 15 minutes and message is noted or return call is made. Callers, who are left on hold for a longer time, should report such incidents to the Transportation Supervisor, or in his/her absence, FCPT Director as soon as possible

On-Time Performance:

FCPT uses computer assisted scheduling software to reserve and route all trips. The Transportation Scheduler determines routes for the next working day and produces a vehicle manifest for each assigned driver. These manifests are produced with cost effectiveness in mind and may not always result in convenience for the client.

Clients need to be ready for their ride anytime from 10 minutes before until 40 minutes after the

scheduled pickup time, allowing for traffic problems that may arise. Drivers are not allowed to wait longer than 3 minutes after their arrival, without approval from dispatch.

Accidents

All accidents involving another vehicle or property damage will be investigated by the transportation manager or designated representative. A Flagler County Supervisor's Incident Investigation form will be submitted along with a police report if one can be obtained. Dispatcher if needed will call ambulance. Florida Department of Transportation will be notified if an accident involves a death. A quarterly report of accidents will be presented to the Local Coordinating Board for their review.

Roadcalls

FCPT will compile a report of all road calls for presentation to the Local Coordinating Board for their review. A road call is defined as an interruption of service during the time the vehicle is in-service and which may or may not involve a mechanical failure of some element of the vehicle. FCPT participates in a preventative maintenance program aimed at keeping the vehicles in good operating condition, thus reducing the incidents of road calls.

First Aid:

Annual training in first aid is provided by Flagler County for all drivers. New hires will attain CPR/First Aid certification within six months of hire.

B. Rider Eligibility

Eligibility

Eligibility to ride with FCPT is determined through an application process. To complete an application, individuals may call FCPT at 386-313-4100, download the application from www.flaglercounty.gov/departments/transportation, and deliver the completed form in person, or mail to the following address:

Flagler County Public Transit
1769 E Moody Blvd # 5,
Bunnell, FL 32110

The application may also be submitted online at the aforementioned webpage. The eligibility process will include the application, possible medical documentation to be filled out by a physician or other medical professional, and a potential in-person interview and functional assessment performed by FCPT. The FCPT will determine a person's eligibility for TD funding.

Eligibility Criteria for TD Funded Trips

The Flagler County Transportation Disadvantaged Coordinating Board has established an eligibility process for the provision of non-sponsored service to Flagler County residents. Recognizing that the non-sponsored funding is very limited the CTC has decided to recertify clients every **two** years. Clients will need to reapply every **two** years to continue eligibility. If there is change in a customer's financial or medical condition, they should contact eligibility immediately to discuss. Proof of income and medical verification are required to qualify for non-sponsored funding.

Upon expiration or failure to re-certify for eligibility, a customer will not be able to utilize transportation until the process is completed. Applications for non-sponsored eligibility determination process requires a multi-step qualification process that substantiates the individual's ability to meet the criteria outlined in Chapter 427, F.S.

The applicants **must** meet the following criteria:

- Are not eligible for transportation service sponsored or provided by another program or agency as part of an agency's eligible services.
- Must be a resident of Flagler County
- Do not have access to your own or a household member's automobile, and are therefore transportation dependent on others

AND

- Have a documented household income that does not exceed **150 percent** of the federal poverty guidelines. Household income includes **ALL** income that an applicant receives prior to disbursement to any assisted living facility or care provider.

Temporary Eligibility for the TD Life Sustaining (TDLS) Program

FCPT will provide temporary eligibility for a period not to exceed 6 months for applicants receiving life-sustaining dialysis or oncology/chemo medical appointments. After the six-month period, applicants must meet all criteria to be TD service eligible.

Trip Prioritization

FCPT can prioritize services purchased with Transportation Disadvantaged Trust Funds based on the following criteria:

- ✓ Cost-effectiveness and efficiency
- ✓ Purpose of the trip
- ✓ Unmet needs
- ✓ Available resources

FCPT is authorized to apply trip prioritization strictly when funding provided by the TD Commission is under or over the assigned monthly allocation. When trip demand exceeds available funding allocation, FCPT may have to limit to medical trips only until funding levels are restored or increased. The Flagler County Transportation Disadvantaged Coordinating Board has endorsed trip prioritization based on the following priorities: Life-Sustaining (dialysis, oncology treatments)

- ✓ Medical trips
- ✓ Nutritional (meal sites and grocery shopping)
- ✓ Employment
- ✓ Educational
- ✓ Social Service Agency Trips
- ✓ Shopping
- ✓ Recreation and other

Transportation Disadvantaged Out —of—County Trips

The Flagler County Transportation Disadvantaged Coordinating Board has established limited out-of-county trips. The TD program primarily serves Flagler County. Out-of-area trips are considered on a case-by-case basis and only for medical trips. FCPT has the right to ask individuals to seek service from the closest medical provider or from a medical provider within the TD service area.

Escorts and Attendants Escorts

An escort is an individual traveling with a TD eligible individual as a companion or is a specifically designated person to assist with the eligible individual's needs. Escorts may travel with the customer at any time, provided space is reserved when the trip is booked and they have the same origin and destination as the eligible client. When scheduling a trips, Customers will need to tell the reservationist that they will be traveling with an escort. Drivers cannot add escorts not scheduled on the reservation.

C. LOCAL GRIEVANCE PROCEDURE/PROCESS

Definition of a Complaint

For the purpose of this section, a complaint is defined as:

“An issue brought to the attention of the Community Transportation Coordinator (FCPT) either verbally or in writing by a system user/advocate, sponsoring agency, or community service provider/subcontractor which addresses an issue or several issues

concerning transportation services of FCPT.”

Filing a Complaint

The Community Transportation Coordinator will provide all system user/advocates, sponsoring agencies, and/or community service providers using Transportation Disadvantaged services a description of and process to be used to make a complaint to FCPT. Complaints may also be made directly to the TD Ombudsman by calling 1-800-983-2435. The complaint will be filed within 5 working days of the incident.

FCPT will address each complaint, making whatever investigation is required to determine the facts in the issue presented and take appropriate action for resolution. Issues not resolved by FCPT can be brought before the County Transportation Disadvantaged Coordinating Board Grievance Committee.

Recording of Complaints

The Community Transportation Coordinator (FCPT) will keep a MEMO OF RECORD file of all complaints received. A copy of the MEMO OF RECORD file will be made available to the Community Transportation Coordinating Board on an as needed basis.

The Community Transportation Coordinator will bring a record of any submitted complaint(s) to the Local Coordinating Board.

Definition of a Grievance

For purposes of this section, a grievance is defined as:

“A circumstance or condition thought to be unjust and grounds for bitterness or resentment due to lack of clear resolution by the CTC through the notice of complaint procedure or due to the seriousness of the grievance of service or safety”.

Grievance Procedures

The following Grievance Procedures are established for grievances to be brought before the Grievance Subcommittee. When a passenger, system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a concern, complaint, or problem relative to transportation services, proper grievance procedures which are described below should be followed in sequence.

Filing a Grievance

If a system user/advocate, sponsoring agency, and/or community service provider/subcontractor has a grievance with the service, the individual will present the grievance to the Community Transportation Coordinator (CTC) within five (5) working days of the incident. All grievances must be in writing and shall include the following:

1. The name and address of the grievant;

2. Transit route, date and approximate time of the incident(s);
3. A statement of the grounds for the grievance and supporting documentation;
4. An explanation of the relief desired by the grievant.

Facts concerning the grievance should be stated in clear and concise language. If assistance is needed in preparing a written grievance, assistance will be provided by the CTC staff and/or the designated official planning agency. Within fifteen (15) working days following the date of receipt of the formal grievance, the Community Transportation Coordinator (CTC) staff will respond, in writing, to the system user/advocate, or other party concerning the registered grievance and copy all correspondence to the Designated Official Planning Agency. The Community Transportation Coordinator's response shall explain the factors that entered into the decision and shall identify the action, if any, that will be taken.

The Community Transportation Coordinator will keep a GRIEVANT RECORD file of all grievances received. A copy of the RECORD file will be made available to the Community Transportation Coordinating Board on an as needed basis.

Appeal to the Grievance Subcommittee

The decision of the Community Transportation Coordinator may be appealed to the Grievance Subcommittee of the Transportation Disadvantaged Coordinating Board within fifteen (15) working days of the receipt of the Community Transportation Coordinator's final decision. Within thirty (30) days of receipt of the appeal the Grievance Subcommittee will meet and make recommendations to the Transportation Disadvantaged Coordinating Board.

The grievant will be notified in writing of the date, time and place of the subcommittee meeting at which the appeal will be heard. This written notice will be mailed at least ten (10) days prior to the meeting. The notice shall clearly state the purpose of the discussion and a statement of issues involved.

A written copy of the decision will be forwarded to the Board and all parties involved within fifteen (15) days of the date of the recommendation. The written recommendation will include the following information:

1. A statement that a meeting was held in which the involved parties, their representatives, and witnesses were given an opportunity to present their position;
2. A statement that clearly defines the issues discussed;
3. An opinion and reasons for the recommendations based on the information provided
4. A finding that the issue effects safety or the provision of service; and,
5. A recommendation by the Grievance Subcommittee based on their investigation and findings.

Grievance Committee Hearing Procedures

The grievance committee agenda shall be conducted in accordance with the following procedures:

- 1) Call to Order - Planning Staff;
- 2) Election of Grievance Committee Chairman - Committee Members;
- 3) Presentation of grievance by planning staff;
- 4) Presentation of grievance by complainant;
- 5) Response of party(ies) concerned;
- 6) Discussion of grievance, shall take place in accordance with Robert's Rules of Order amongst the Grievance Committee, the complainant and other interested parties. Discussion shall focus solely on the grievance;
- 7) Following discussion of the grievance, the Grievance Committee shall provide its recommendation to all interested parties in response to the grievance;
- 8) Close hearing.

Recommendation to the County Transportation Disadvantaged Coordinating Board

Within thirty (30) working days of the receipt of any recommendation for improvement of service, the County Transportation Disadvantaged Coordinating Board will meet and consider the recommendation for improvement of service. A written copy of the recommendation for improvement of service will be forwarded to the Board and all parties involved within ten (10) working days of the date of the recommendation. The grievant will be notified in writing of the date, time and place of the Board meeting at which the recommendation will be presented. This written notice will be mailed at least ten (10) working days prior to the meeting.

D. RATE SCHEDULE

COST/REVENUE ALLOCATION AND RATE STRUCTURE

Service Rates

COMMUNITY TRANSPORTATION COORDINATOR: FLAGLER

EFFECTIVE DATE: July 2024

TYPE OF SERVICE TO BE PROVIDED	UNIT (PASSENGER MILE OR TRIP)	COST PER UNIT #
AMBULATORY	PASSENGER TRIP	\$3.17
WHEELCHAIR	PASSENGER TRIP	\$5.44
PASSENGER CHARGE	PER ONE WAY TRIP (IN COUNTY)	\$2.00

SECTION 4: QUALITY ASSURANCE

CTC Evaluation

The Northeast Florida Regional Council conducts an annual evaluation of the County's TD program including on-going coordination with the LCB.

CTC Monitoring Procedures of Operators and Coordination

Contractors The Flagler County TD program does not have sub-contracted operators at this time. **Coordination Contract**

Evaluation Criteria

The Flagler County TD program currently does not have any coordination contracts. However, any future coordination contracts shall be evaluated on an annual basis and the performance of these coordination contracts shall be included in the annual joint LCB/Planning Agency evaluation of the CTC.

Planning Agency Evaluation Process

The Florida Commission for the Transportation Disadvantaged conducts biennial reviews of the planning agency's performance based upon established procedures utilizing staff from the CTD's Quality Assurance & Program Evaluation (QAPE) section.